

Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities:
Investment Auto Submission Date: 2012-02-28
Date of Last Investment Detail Update: 2011-10-31
Date of Last Exhibit 300A Update: 2012-08-31
Date of Last Revision: 2012-08-31

Agency: 028 - Small Business Administration **Bureau:** 00 - Agency-Wide Activity

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: ODA: Disaster Credit Management Modernization (DCMM)

2. Unique Investment Identifier (Ull): 028-000005001

Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

DCMM is the Office of Disaster Assistance (ODA) initiative to modernize and strengthen the data and information technology available to support and sustain its objectives of providing an expedited response to disasters; improving the quality and timeliness of disaster loan processing; managing with high quality information; and reducing the cost of personnel, training, overtime, and travel. Disaster Credit Management System (DCMS) is an integrated IT system implemented to satisfy the DCMM initiative. It is a system to process, service and track disaster loan applications and facilitate disbursements. DCMS is in a operations and maintenance life cycle state and is classified as a mission critical system for the organization. DCMS directly supports SBA Strategic Objective 1.4 - Ensure that SBA's disaster assistance resources for businesses, non-profit organizations, homeowners, and renters can be deployed quickly, effectively and efficiently in order to preserve jobs and help return small businesses to operation. The businesses, non-profit organizations, homeowners and renters that are affected by natural and man-made disasters are the primary beneficiaries of the investment. The direct beneficiaries are the ODA employees that use the system to process the loan applications to completion. The system supports and reduces application processing, approval and funding times and remains an integral enabler to the SBA for achieving its mission in responding to disasters.

2. **How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.**

No identified performance gap.

3. **Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.**

1) Transitioned and consolidated Help Desk services that were under the DCMS Operations Center to another ODA office which reduced CY contract costs by \$0.5M and future years contract costs by \$0.9M annually. 2) Broke large O&M contract into smaller pieces to allow more competition and small business participation, and lower O&M costs.

4. **Provide a list of planned accomplishments for current year (CY) and budget year (BY).**

1) Implement small contracts in CY12. 2) Refresh software technology to take advantage of newer technology, resulting in higher efficiency, and lower costs. 3) Refresh hardware to lower software license and hardware maintenance costs. 4) Initiate shared technology services with another SBA investment to lower costs for the Agency. 5) Maintain Continuous Process Improvement processes to discover and implement cost savings, cost avoidance, and productivity enhancements.

5. **Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2011-08-11

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$1.2	\$0.0	\$0.0	\$0.0
DME (Excluding Planning) Costs:	\$20.3	\$0.0	\$0.0	\$0.0
DME (Including Planning) Govt. FTEs:	\$0.7	\$0.0	\$0.0	\$0.0
Sub-Total DME (Including Govt. FTE):	\$22.2	0	0	0
O & M Costs:	\$56.1	\$10.0	\$10.3	\$10.8
O & M Govt. FTEs:	\$12.1	\$2.0	\$2.2	\$2.2
Sub-Total O & M Costs (Including Govt. FTE):	\$68.2	\$12.0	\$12.5	\$13.0
Total Cost (Including Govt. FTE):	\$90.4	\$12.0	\$12.5	\$13.0
Total Govt. FTE costs:	\$12.8	\$2.0	\$2.2	\$2.2
# of FTE rep by costs:	170	17	18	18
Total change from prior year final President's Budget (\$)		\$-0.5	\$-1.6	
Total change from prior year final President's Budget (%)		-3.73%	-11.36%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

PY11, CY12 and BY13 reduced at request of Agency/ODA management. Specific duties consolidated and transferred to another office. Additional cost savings TBD as re-competed contracts are awarded 9/11. The reduced funding resulted in decreased staff and slower implementation and scope of O&M changes. Extended funding and FTE numbers through 2017. Decreased the number of FTE through realignment of duties and eliminating planned staff increases. Lowered FTE costs appropriately.

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded		SBAHQ11F0160									
Awarded		SBAHQ11F0213									
Awarded		SBAHQ11F0214									
Awarded		SBAHQ11F0161									

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities:

Section B: Project Execution Data

Table II.B.1 Projects					
Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
NONE					

Activity Summary								
Roll-up of Information Provided in Lowest Level Child Activities								
Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
NONE								

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
NONE								

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Loans with initial disbursement within 5 days	Percent of Loans	Process and Activities - Cycle Time and Timeliness	Over target	100.000000	95.000000	100.000000	95.000000	Monthly
Home Loans processed within standard	Percent of loans proceed with a time	Process and Activities - Cycle Time and Timeliness	Over target	85.000000	85.000000	0.000000	85.000000	Monthly
Business Loans processed within standard	Percent of loans proceed with a time	Process and Activities - Cycle Time and Timeliness	Over target	85.000000	85.000000	0.000000	85.000000	Monthly
EIDL Loans processed within standard	Percent of loans proceed with a time	Process and Activities - Cycle Time and Timeliness	Over target	85.000000	85.000000	0.000000	85.000000	Monthly
Small Business sustaining Economic Injury that remain in operation 6 months after final disbursement	Percent	Customer Results - Customer Benefit	Over target	79.000000	79.000000	91.000000	79.000000	Semi-Annual
Small Business sustaining Physical Damage that are in operation 6 months after final disbursement	Percent	Customer Results - Customer Benefit	Under target	65.000000	65.000000	61.000000	65.000000	Semi-Annual
Homeowners that completed eligible disaster repairs within 6 months after final disbursement	Percent	Customer Results - Customer Benefit	Over target	79.000000	79.000000	91.000000	79.000000	Semi-Annual
Renters that completed eligible repairs within 6 months after final disbursement	Percent	Customer Results - Customer Benefit	Over target	84.000000	84.000000	85.000000	84.000000	Semi-Annual
Customer satisfaction	Percent	Customer Results -	Over target	71.000000	71.000000	74.000000	71.000000	Semi-Annual

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
rate for approvals		Service Quality						
Customer satisfaction rate for declines	Percent	Customer Results - Service Quality	Under target	41.000000	41.000000	33.000000	41.000000	Semi-Annual
Average time to process Home Applications	Days	Process and Activities - Cycle Time and Timeliness	Over target	14.000000	14.000000	8.700000	18.000000	Monthly
Average time to process Business Physical Applications	Days	Process and Activities - Cycle Time and Timeliness	Over target	18.000000	18.000000	10.450000	21.000000	Monthly
Average time to process EIDL Applications	Days	Process and Activities - Cycle Time and Timeliness	Over target	18.000000	18.000000	11.700000	21.000000	Monthly
Increase the use of the Disaster Assistance electronic loan application (ELA) by 50%	Percent	Mission and Business Results - Services for Citizens	Over target	20.000000	0.000000	24.000000	30.000000	Monthly
Customer Satisfaction rate for approvals	Percent	Customer Results - Customer Benefit	Over target	72.000000	71.000000	74.000000	71.000000	Semi-Annual